

**TrueNorth Community Services
2017 MEAP Grant**

Grant Award: \$15,075,000

Service Area: **TrueNorth's Michigan Service Territory:**
Alcona, Alger, Allegan, Alpena, Antrim, Arenac, Baraga, Barry, Bay, Berrien, Benzie, Branch, Calhoun, Cass, Charlevoix, Cheboygan, Chippewa, Clare, Clinton, Crawford, Delta, Dickinson, Eaton, Emmet, Genesee, Gladwin, Gogebic, Grand Traverse, Gratiot, Hillsdale, Houghton, Huron, Ingham, Ionia, Iosco, Iron, Isabella, Jackson, Kalamazoo, Kent, Keweenaw, Lake, Lapeer, Leelanau, Lenawee, Livingston, Luce, Mackinac, Macomb, Manistee, Marquette, Mason, Mecosta, Menominee, Midland, Missaukee, Monroe, Montcalm, Montmorency, Muskegon, Newaygo, Oakland, Oceana, Ogemaw, Ontonagon, Osceola, Oscoda, Otsego, Ottawa, Presque Isle, Roscommon, Saginaw, Sanilac, Schoolcraft, Shiawassee, St. Clair, St. Joseph, Tuscola, Van Buren, Washtenaw, Wayne, Wexford.

Anticipated Reach: 10,313 Households

TrueNorth Community Services (TrueNorth) is providing energy assistance through its client-centered service delivery system called the empower Program – Your Energy, Your Solutions. The goal of the program is to: 1) move clients off assistance and toward self-sufficiency; 2) improve the effectiveness and efficiency of energy services to low-income households through innovative, cost efficient, evidence based strategies; 3) increase client accountability and responsible energy use; 4) provide energy education and optimization services; and 5) ensure safety for the authentically vulnerable.

Program Details

- Safety Service Phase – 83 counties with limited assistance available in the new 19 county region (Branch, Clinton, Genesee, Hillsdale, Huron, Ingham, Jackson, Lapeer, Lenawee, Livingston, Macomb, Monroe, Oakland, Sanilac, Shiawassee, St. Clair, Tuscola, Washtenaw, Wayne); screening and payment assistance to ensure safety; informational services to help navigate low-income assistance program system changes; monthly energy efficiency newsletter with energy education, budgeting self-sufficiency guidance, and energy optimization.
- Pathway-One Self-Sufficiency Navigator Services – Emmet, Charlevoix, Leelanau, Grand Traverse, Antrim, Clare, Gladwin, Arenac, Isabella, Midland, Bay, Montcalm, Gratiot, Saginaw, Ottawa, Kent, Ionia, Allegan, Barry, Eaton, VanBuren, Kalamazoo, Calhoun, Berrien, Cass and St. Joseph. Self-Sufficiency Navigator Services will provide clients in the Navigator pathway with the opportunity to create a one on one relationship with their Navigator. The Self-Sufficiency Navigator will work with clients to reduce energy consumption, educate on energy efficiency and reduction and provide information on the following: reduced energy consumption and energy efficiency, budgeting classes, home heating credit, informative program literature, educational classes and connection with local resources. This will be accomplished through multiple touch points via phone, mail, email and text throughout the grant year.
- Pathway-Two Intense Case Management Services – Cheboygan, Presque Isle, Montmorency, Otsego, Alpena, Kalamazoo, Crawford, Oscoda, Alcona, Roscommon, Ogemaw, Iosco, Benzie, Manistee, Wexford, Missaukee, Mason, Lake, Osceola, Oceana, Newaygo, Mecosta and Muskegon. Intense Case Management Services will be focused on the following: paradigm shift to energy Self-Sufficiency, budgeting, Self-Sufficiency guidance, energy optimization, wraparound services delivery, energy optimization education and distribution of advanced energy optimization kits.
- All clients served in the state of Michigan will be provided energy efficiency instructional and household budgeting information in the commitment letter.
- Each assist requires a new application.
- Enrolling customers in Consumers Energy CARE 4.0 program statewide
- Enrolling customers in the DTE Low Income Self-Sufficiency plan statewide
- For additional information call 1-855-300-8013, 231-355-5880, or visit TrueNorth's website at: www.truenorthservices.org (click on "Assistance" and then "Heat & Energy")

Additional Services Offered

- Food and medical programs
- Children's services
- Family and support programs
- Center for nonprofit housing
- Tax preparation
- Referral to local human service providers for low-income households outside Newaygo County

Partners

- DTE (energy optimization and education through ICF International)
- Consumers Energy (CARE, energy optimization and education)

Contact Information

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Michigan Energy Assistance Program - TrueNorth

